

# Build a foundation for digital transformation

**Transform your business, accelerate, optimize and automate your organization from top to bottom with TerraLink's talent and the proven solutions of OpenText**

Enterprise Content Management enables organizations to innovate to achieve measurable productivity increases, to meet regulatory compliance requirements and to support business continuity. It helps to streamline your processes, increase personal and team productivity and collaboration, improve your content ecosystem and transform your organization into a digital enterprise.

Digital transformation requires more than just technology. To succeed in this journey, you need a trusted partner with great experience, deep knowledge and competency who can understand your needs and requirements, and align them to the right services and tools.

TerraLink are ECM experts with more than 25-year experience in Enterprise Content Management and Business Process Management. Whether you need a full-scale implementation or just an extension of an existing solution, our award winning and talented team of experienced consultants, analysts, engineers, developers, and trainers will ensure the success of your transformation project.

## About TerraLink

- Founded in 1989 in Canada
- Eight offices in the USA, Canada, Russia, Kazakhstan, UAE, and Israel
- 200+ ECM consultants
- Extensive list of successful reference projects



OpenText 2016  
Global Reseller  
of the Year



Most Innovative  
Partner 2014  
EIM Champion

## TerraLink is a leader in Enterprise Content Management

Accelerating digital transformation, driving productivity, and improving the customer experience are the main drivers for Enterprise Content Management. TerraLink has a strong track record of delivering high profile ECM transformation engagements for clients across a range of industries. With a deep bench of more than 200 ECM consultants and developers with domain expertise in oil and gas, energy, mining, manufacturing, retail, telecom and finance, we are a leading global provider of OpenText solutions from design to implementation to support.

Founded in 1989, you can have confidence that TerraLink will be here tomorrow to support you. Our award winning team blends deep technology expertise with innovation and business and domain expertise. All our projects include not only solution development and implementation, but business consulting to help our clients understand how to use ECM to achieve their business goals.



We, CBC Group, recently upgraded our OpenText and SAP systems with the help of TerraLink. The project was completed on time and on budget and answered our requirements. The team provided by TerraLink was exceptionally professional and solved all challenges a company faces while making such a big change.

The advantages of working with an international company were clear from the start, and TerraLink proved to be an exceptionally knowledgeable. The company's expertise went beyond that was expected and TerraLink was able to quickly solve issues that were previously unsolvable for months. They were always available to answer any questions and requests.

**Rami Rimartchok**

*Corporate Applications and Digital division Manager  
Office of the CIO, CBC Group (Coca Cola Bottlers)*

## Trusted provider for strategic ECM projects

TerraLink's greatest strength is its track record of building long-term strategic relationship with clients and helping them navigate disruptive trends in the ECM area. For example, we have been working with Karachaganak Petroleum (KPO) since 1999, starting with the implementation of Hummingbird DM (currently OpenText eDOCS DM). Since that time we have helped KPO upgrade, extend and migrate their ECM solution to the point where they now use SAP xECM by OpenText with deep integration with their business applications and high efficiency and automation of their business processes.

Our project for MegaFon, one of the big-3 Russian telecommunication providers, automates day-to-day work for more than 40,000 users. Functional scope includes administrative document management, correspondence management, client documentation management, archiving and records management.

Other notable projects include our SAP xECM by OpenText implementations in X5, a large retail group with 35,000 users, and in Norilsk Nickel, a large integrated mining company with 40,000 users.

## Our solution offering focus

### Enterprise Asset Management

- Fast access and simplified management
- Consistent with SAP PM structures

### Capital Projects Management

- Reduce Total Cost of Ownership
- Streamline collaboration between all project members

### Real Estate Management

- Real estate, building, and lessee information
- Managed across the content lifecycle

### Engineering Document Management

- 360-degree view of all engineering documents
- Safety, auditability, and compliance

### Vendor Invoice Management

- Streamline invoice processing for goods and services
- Ready for SAP Ariba

### Customer Invoicing and Accounts Payable

- Reduce transaction processing costs
- Increase wallet share and customer satisfaction

### Contract Management

- Manage relationships with suppliers and customers
- Improve contract management related processes

### Travel Expense Management

- Reduce transaction processing costs
- Simplify use of travel applications

### Employee Information Management

- Manage employee files
- Ready for SAP SuccessFactors

### Financial Documents Archiving

- Ensure great performance of SAP applications
- Access to content from inside and outside SAP Applications



TerraLink is a top provider of OpenText Solutions for enterprises running SAP. We have been focusing on SAP for more than 10 years and have implemented OpenText Solutions for SAP in many large enterprises. As a SAP gold partner with SAP Recognized Expertise in Oil & Gas, and winner of multiple awards from SAP, TerraLink is a strong choice for clients looking for a partner to implement Content Management and Business Process Automation solutions that drive efficiency in the SAP environment.

## 200+ ECM consultants in our team ready to make your projects a success

TerraLink maintains a deep bench of OpenText resources with more than 200 consultants, developers, and architects dedicated to supporting client OpenText deployments and implementations. These resources are developing and implementing solutions across different countries and verticals, which allows TerraLink to continuously refine its industry knowledge and quickly adapt to new technology.



## Our Project Management Approach

We manage all our projects centrally through a dedicated Project Management Office (PMO). Our PMO consists of experienced project and program managers, who implement projects based on ASAP and SAP Activate methodologies.

## Our services



Development and implementation



Software license delivery



Business-consulting



Technical support



Customer training

## Our Customers



FMCG

Efes Rus is a joint Russian business of well-established brewing groups - Efes and SABMiller. Today it is one of the leaders of FMCG sector in Russia and the second-largest brewer on Russian beer market with a total share of more than 17.5%.

Contract Management System based on SAP xECM by OpenText



HighTech

Siemens is a global powerhouse in electrical engineering and electronics.

Document Management System based on OpenText Template Workspaces



Mining

Kazakhstan/Central African-focused, multinational leading diversified natural resources company headquartered in London, United Kingdom. It has activities in integrated mining, processing, energy, logistics and marketing.

Document Management and Process Automation based on OpenText Template Workspaces



FMCG

Norilsk Nickel is the world's largest producer of nickel and palladium and one of the leading producers of platinum and copper.

Enterprise Document Management System based on SAP xECM by OpenText



Oil & Gas

LUKOIL is one of the major international oil and gas companies that accounts for more than 2% of the world's oil production and around 1% of the proven hydrocarbon reserves.

Integrated Document Management System based on SAP xECM by OpenText



Oil & Gas

Gazprom is a global energy company focused on geological exploration, production, transportation, storage, processing and sales of gas, gas condensate and oil.

Document Management and Archiving based on SAP xECM by OpenText



Telco

MegaFon is a federal mobile telecommunications operator that holds leading positions in the telecommunications market of Russia and the world.

Document Management and Archiving based on SAP xECM by OpenText



Retail

X5 Retail Group, a leading Russian food retailer, creates, develops and actively manages a portfolio of retail formats with distinct value propositions and brands that together target all categories of Russian customers.

Document Management and Contract Management based on SAP xECM by OpenText

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